

Chinna krishna

RPA Developer

Professional Summary

- Have total four years and five months of experience in IT industry including one year and ten months of experience in RPA tools (Automation Anywhere and OpenSpan/Pega Robotics), one year and five months of experience in RPA using Automation Anywhere & six months of working experience using OpenSpan Studio/Pega Robotics Studio.
- Created end to end automation solutions for client as per requirement which involves feasibility study, development, testing, deployment and UAT of robots using Automation Anywhere Enterprise platform.
- Experienced in the Meta bots, web recording, object recording, image recognition, MS Office, task recording, editing, scheduling, distribution, objects, built in processes, control room and publishing using Automation Anywhere.
- Working experience in using different commands mainly on database, web, windows applications, Excel, PDF, OCR and Services (SOAP/RES, Send Email, etc.) & web control room.
- Proficient in generating different types of reports like Task run and Workflows & debugging and identifying the errors using error handling.
- Competitive experience of two years & seven months in developing various applications using Visual Studio .Net technologies like C#.Net, ASP.Net, ADO.NET, AJAX, XML, Web Services, WCF, HTML, JavaScript, CSS and Crystal Reports technologies.
- Extensive experience in
 - Writing complex Stored Procedures, Triggers, Functions, Views, joins and Indexes on SQL Server Management Studio.
 - ADO.NET objects such as Data Adapter, Dataset, and Data Reader to interact with database like SQL Server.
 - Development methodologies like Agile/Scrum and Waterfall models.
 - Using version control tools like Team Foundation Server (TFS) and VSS.
- Worked on Solution Design Document (SDD), TDD, Solution diagrams and Solution descriptions.
- Excellent communication, leadership and interpersonal skills with proven abilities in resolving complex software/ application related issues.
- Expertise in OOPS concepts.
- Ability to adapt new softwares quickly.

Technical Skills

Programming Languages	C#.NET, Excel Macros
Scripting Languages	JavaScript, VB Script
RPA Tools	Automation Anywhere (9.0, 10.3), OpenSpan (7.1)
RPA Utilities	Automation Anywhere Client, Control Room, Meta Bot, Task Bot
Technologies	ASP.NET, ADO.NET, HTML, CSS, AJAX, WCF, Web Services
Database	SQL Server 2008

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Disclaimer:

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Operating Systems	Windows Family
Development Tools	MS Visual Studio 2010
Version Control	Visual Source Safe (VSS) & TFS

Educational Qualification

- Completed B.Tech at JNTU, Ananthapur in the year of 2013 with 75% of marks.

Professional Experience

- Currently working as a Software Engineer with HCL Technologies Ltd. (Payroll of Synergy Netsoft) from Dec-2015 till date.
- Worked as a Software Associate with Equiniti India Private Limited from July-2013 to Dec-2015.

Client: CBD

Project 1: APSA

Duration: August 2017 to till date

In this project we can perform verification and confirmation of customer and agent will provide details which are required for the customer i.e. Credit card, Debit card, Account number & Loan payments either by Inbound or Out bound call and also back office work by updating the memos. This solution is very useful for contact center to reduce the time of call processing and also cost efficiency. CBD delivers a full array of collection services designed to meet the evolving needs of today's most complex organizations. When it comes to making payments, needs the ability to accept payments through multiple delivery channels like cash, check and credit cards. Automated Clearing House (ACH), wire transfer and more.

Responsibilities:

- Responsible for implementing the full life cycle of RPA solutions: identifying automation opportunities, gather requirements, implement, test and deploy targeted automation solutions using industry leading RPA tool Automation Anywhere.
- Developed automation processes as per the Technical Design Document (TDD) to meet the defined requirements.
- Demonstrated work experience using different commands mainly on Database, web and windows applications, Excel, PDF & Services (SOAP/REST) etc.
- Worked on integrating applications like web, windows, MS Office and Outlook etc.
- Used Excel integration to export structured data into spread sheets.
- Extensively used Report Designer to generate different types of reports like Task run, Workflow run, ROI, Task timeline and Workflow timeline.
- Extracted data from different sources and exported to SQL server database.
- Extended the product to solve customer's most challenging use cases by leveraging my development skills to integrate a wide variety of systems with our unique Meta robot

technology.

- Debugging the workflow/tasks, finding the bugs using error handlers and fixing them in minimal time.
- Prepared unit test cases and conducted quality checks.
- Participated online in meetings to demonstrate the capabilities of RPA for on-going projects and potential clients.

Client: CBD

Project 2: ARC

Duration: March 2017 to July 2017

In this project, was involved in developing RPA's. In business perspective, using CBA (Cost Benefit Analysis) this is a huge financial save to the client. These RPAs were built using the tool called Automation Anywhere. To support the tool, we also used commands and SQL to regulate the process flow. This project focuses on automating the manual process of creating FVA(Fair Value Accounting) report by extracting data from Web, Database and preparing the report based on the excel calculations and sending a mail with attaching these reports and exceptions.

Responsibilities:

- Involved in end to end development of business process using RPA. Performed requirement analysis by gathering functional requirements based on interactions with client and designing, Coding, Testing, Debugging, Documentation and Implementation of business process solutions.
- Independently worked on the project and handled the issues.
- Understanding of robot performance and metrics to ensure that architecture and infrastructure met current and future business needs.
- Worked closely with other developers, product managers, DevOps and product support engineering team to deliver new automated processes to replace manual processing.
- Developed scalable and efficient process automations and reusable components that can be leveraged across different lines of business.
- Responsible for support and development of entire project.
- Ensure deliverables are released as per the schedule with minimal defects.
- Extensively worked on production support and debugging application for fixing bugs.

Client: Costco.com

Project 3: OBM (Online Business Management)

Duration: September 2016 to February 2016

Main purpose of Online Business Management system is to provide online business transactions. Using this system, customers became able to submit their orders for the products online, client employees became able to submit their purchase order to their suppliers and it also maintained the product information and stock in hand by keeping it online. With this application they became able to view all the pending purchase order, sales order, stock in hand, received material, faulty and destroyed material.

Responsibilities:

- Independently worked on the project and handled the issues.
- Designed and developed production solutions with RPA tool Automation Anywhere.
- Created end to end automation solutions for clients as per requirements which involve feasibility study, designing architecture, development, testing and deployment of automation.
- Engage, activate, enable, ramp up and manage customers in implementing solutions in Robotic Process Automation space using Automation Anywhere.
- Generated EXEs by converting tasks into standalone programs/Executable so that the exe can run on any machine without any software.
- Managing the entire system development, maintenance, support and bug fixing of production issues.

Client: Gscommerce

Project 4: OMS (Online managing System)

Duration: February 2016 to July 2016

Agent can search and populate the order management application(s) by phone number, manually triggering order number, lookup and searching customer for email. Sales force was an agent initiated action but automation fills in all the fields where data is available from Core Suite. Automations are outlined in this section based on client-specific systems, processes, and requirements including product search/lookup, tracking, order placement, locate store, customer search, application navigation, contact disposition and inventory.

Responsibilities:

- Created Functional Requirements Documents (FRDs) for a Robotic Process Automation project based on business process design discussion with client.
- Involved in all phases of Software Development Life Cycle including design, development and creating test cases.
- Independently worked on the project and handled the issues.
- Worked on integrating applications like Web, Windows, MS Office and Outlook etc.
- Participated in online meetings to demonstrate the capabilities of RPA for on-going projects and potential clients.
- Ensure deliverables are released as per the schedule with minimal defects.
- Prepared unit test cases and conducted quality checks.
- Managing the entire system development, maintenance, support and bug fixing of production issues.

Client: Art.com

Project 5: Online Order Management System

Duration: October 2013 to December 2015

Online Order Management System is a software for maintaining customers' order details for the painting industry. Main purpose of this software to avoid the wastage of time to get the customer orders. Four kinds of login available in this software Office Login, Factory Login, Marketing Executive Login and Customer Login. Customers can login this software and they can post their orders as well as they can see their purchase details, payment details, payment discount details, credit note details, debit note details and outstanding details. This software contains the modules such as Customer, Office, Factory, Executive, Master and Admin. This Master module contains all the master entries like customer details, customer bank details, product details, reason code details etc. Office module contains the details about payment entry details, return cheque details, credit note entry, debit note entry, payment discount and ledger adjustment details. Factory module contains the details about dispatched entries.

Responsibilities:

- Used N-tier architecture for business presentation layer, Data Access Layers etc. and coding was done using C#.
- Designed and developed ASP.Net web forms with integrated custom controls and user controls for web pages.
- Developed front end web application using HTML, CSS, JavaScript, asp.net and Ajax.
- Implemented technical use cases by designing and developing the appropriate web pages in asp.net using C# code-behind.
- Responsible for designing the ASP.Net application authentication using .Net framework.
- Used ADO.Net objects such as Data Reader, Data Adapter, Data Set and Data List for reading/updating records in the database.
- Programmed using ADO.Net for communication between application and database & extensively used Data Grid, Data Set, Data Table, Data Views, Data Adapter and Data Readers to render reports.
- Created stored procedures, functions and views for the related business scenarios in SQL Server.
- Developed various stored procedures for the data retrieval from the database and generating different types of reports using Crystal Reports.
- Involved in developing the WCF, web services and integration with different applications.
- Front-end designing, coding, database designing and creating stored procedures.
- Developed solutions for diverse programming scenarios in C#, employing object oriented programming (OOPS) concepts.
- Performed client side validations with JavaScript and server side validations with ASP.Net controls.
- Writing queries using TSQL statements, triggers, defined functions, stored procedures for inserting/updating/deleting the data into the relational tables.
- Extensively used XML, XSLT and XSD for data transfer across different systems.
- Troubleshooting issues in the application.